

W-2 or FSET Customer Satisfaction Survey

Survey number Form B MAIL

Instructions: Please complete the questionnaire and return it in the enclosed postage-paid envelope.

1. In the past two months, did you call your worker to ask a question? ☐ Yes ☐ No
2. In the past two months, have you had a working answering machine, voice mail, someone else available, or some other means for you to receive a phone message? ☐ Yes ☐ No

Use a scale of 1 to 10, where "10" means "Strongly Agree" and "1" means "Strongly Disagree."
Circle the number to indicate how much you agree with each statement.

3. Your worker returned phone calls within two business days.
- | <u>Strongly Disagree</u> | | | | | | | | | | <u>Strongly Agree</u> |
|--------------------------|---|---|---|---|---|---|---|---|----|-----------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

4. Your worker is sincere.
- | <u>Strongly Disagree</u> | | | | | | | | | | <u>Strongly Agree</u> |
|--------------------------|---|---|---|---|---|---|---|---|----|-----------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

5. Your worker is respectful.
- | <u>Strongly Disagree</u> | | | | | | | | | | <u>Strongly Agree</u> |
|--------------------------|---|---|---|---|---|---|---|---|----|-----------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

6. Your worker is responsive to your needs.
- | <u>Strongly Disagree</u> | | | | | | | | | | <u>Strongly Agree</u> |
|--------------------------|---|---|---|---|---|---|---|---|----|-----------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

7. Your worker clearly explained what programs and services were available to you and your family and what you had to do to get services under the program.
- | <u>Strongly Disagree</u> | | | | | | | | | | <u>Strongly Agree</u> |
|--------------------------|---|---|---|---|---|---|---|---|----|-----------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

8. You were part of the process in identifying and assigning activities in which to participate.
- | <u>Strongly Disagree</u> | | | | | | | | | | <u>Strongly Agree</u> |
|--------------------------|---|---|---|---|---|---|---|---|----|-----------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

9. The services and activities that you received from the ENTIRE staff were helpful in improving your life.
- | <u>Strongly Disagree</u> | | | | | | | | | | <u>Strongly Agree</u> |
|--------------------------|---|---|---|---|---|---|---|---|----|-----------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

10. Thinking only of the past two months, you are satisfied overall with the service you received from the ENTIRE staff.
- | <u>Strongly Disagree</u> | | | | | | | | | | <u>Strongly Agree</u> |
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